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**Department of
Medicaid**

Our Healthcare Journey: A Monthly Bulletin for Ohio Medicaid's In-Home Service Providers

April 2024



April is National Stress Awareness Month! Effectively managing stress is an essential component of a healthy lifestyle and learning ways to manage stress can improve mental and physical well-being. In a high-stress role such as being a provider, it is essential to recognize what stress and anxiety may look like for you. Take steps to build resilience and utilize the resources that can help you.

Check out the Making a Difference Article: *Managing Stress as an In-Home Service Provider* below to learn more about navigating the demands of being a provider while maintaining mental and emotional well-being!

In this edition of the monthly newsletter for Ohio Medicaid's in-home service providers, PCG will share a roundup of the resources, training, and support available to help ensure your ongoing success.

In this issue you will find:

- Education Corner – CE Training & Provider Toolkit Highlight
- Career Growth – Part 1: Grow Your Independent Provider Business
- Ohio Self-Direction – New Resource Page
- PCG Partner Spotlight – Multiethnic Advocacy for Cultural Competence (MACC)
- PCG Match – Another Way to Grow Your Provider Business
- Making a Difference – *Managing Stress as an In-Home Service Provider*

We hope you find this information engaging and helpful!

Rule Updates

There are no rule updates to share this month. To be notified about rule changes as they occur, please sign up to receive email alerts from [Rule Watch Ohio](#).

Education Corner

Continuing Education (CE) Course Highlight

Training Name: *Keeping it Professional: Respecting the Provider/Individual Relationship*

Description: Professionalism is the competence or skill expected of a professional. It involves the use of communication, knowledge, technical skills, emotions, values, and reflection in daily practice that benefits the individual and community being served. Professional boundaries define appropriate physical and emotional proximity in interactions. This training addresses professionalism and boundaries, emphasizing their importance, methods for maintaining professional relationships, and analyzing scenarios of unprofessional behavior to identify improved handling strategies.

To register for this course, click [HERE](#). To view the other CE courses available on our website, click [HERE](#).

PCG has 12 courses posted on [our website](#) that meet the requirements for **1-hour** of credit towards the Ohio Department of Medicaid's (ODM) required annual 6 hours of continuing education for Non-Agency Personal Care Aides (PCAs).

Provider Toolkit

Have you signed up to receive your Provider Toolkit? The Provider Toolkit is a collection of forms approved by ODM that can help you maintain your compliance with documentation requirements. Each document contains a fillable form and step-by-step instructions on how to fill out the form accurately.

Toolkit Highlight: This month, we're highlighting the **30-Day Service Termination Letter**. This letter should be used to give written notice to the individual and case manager at least 30 days prior to the anticipated last day of service per [OAC 5160-44-31](#). Please note that you are also required to maintain a copy of your completed 30-Day Termination Letter in your clinical records.

Click [HERE](#) to sign up to receive the provider toolkit, available for Personal Care Aides, Home Care Attendants, and Nurses. Want to learn more about the toolkit? Review the CE training [How to Make the Most of Your Provider Toolkit](#).

Career Growth

Part 1: Grow Your Independent Provider Business

As an Independent Provider, you play a vital role in supporting individuals with disabilities in the community and helping them to live safely in their homes. Over the next three newsletters, we will share some suggestions on how to grow your business and career.

Strengthen relationships with referral sources.

You likely know someone who can refer new clients to you. You should maintain a positive relationship with current and past clients, as well as case managers, and let them know when you are interested in working with new clients.

Some ways you can use your referral sources include:

- Call current or previous case managers and ask them to share your information with clients and colleagues. Follow up with an email including your availability.
- Talk about the type of work you do with family, friends, and other organizations like churches or clubs you belong to. Share that you are interested in working with additional clients.

***Tip: A positive work reputation as a reliable, capable provider is important. Past clients, case managers, or associates are more likely to refer you to others in need services!**

Contract with a MyCare Ohio Managed Care Organization.

MyCare Ohio is a Medicaid waiver program that serves Ohioans in 29 counties. Before providing services to MyCare Ohio Members, you must contract with their Managed Care Organization.

Consider pursuing agreements with MyCare Ohio Managed Care Organizations to increase potential clients. Learn more information by visiting the websites below.

- [Aetna Better Health of Ohio](#)
- [Buckeye Health Plan](#)

- [CareSource](#)
- [Molina HealthCare of Ohio](#)
- [United HealthCare](#) or email hcbsprovideradvocates@uhc.com

***Tip: Contract with more than one Managed Care Organization to increase the number of individuals that you can provide services to!**

Ohio Self-Direction

[New Resource Page](#)

The Ohio Department of Medicaid (ODM) has developed a new webpage with updated resources and information about Ohio Self-Direction. This includes information about ODM's public forms and workgroups and resources for improving self-direction, Passport Participant Direction, and DODD Participant-Directed.

Interested in learning more? Please visit the webpage [HERE](#). Additionally, you can sign up to receive self-direction news and updates [HERE](#).

PCG Partner Spotlight

[Multiethnic Advocates for Cultural Competence \(MACC\)](#)

The Multiethnic Advocates for Cultural Competence (MACC) is an organization dedicated to helping organizations embrace, achieve, and benefit from diversity and equity. They have supported hundreds of organizations through training to empower them to create more culturally competent working environments and offer more equitable service delivery options to their patients, clients, and other stakeholders.

In April and May, MACC is hosting three free training courses as part of their 2024 Foundational Training Series that may be of interest to you! Please see below for more details.

MACC Cross-Cultural Competence: C.A.R.E. Method – April 11, 2024 @11AM

- The Building Cross-Cultural Competence: C.A.R.E. Method training is ideal for participants seeking an understanding of Cross-Cultural Competence and the importance of providing Cross-Culturally competent services. During the CARE training, participants will understand MACC's approach to cultural competence, unpack culture and its influence on perceptions, and identify strategies to increase cross-cultural competence within personal lives and organizations. Interested in attending? Click [HERE](#) to register for this event!

Understanding Trauma-Informed Care – April 25, 2024 @1PM

- In this training, participants will learn the definition of trauma, adverse childhood events, the principles of trauma-informed care, and the benefits of healing centered engagement with a specific focus on opioids and concurrent diagnosis. Interested in attending? Click [HERE](#) to register for this event!

Understanding Racial Equity Through Transformative Self-Reflection – May 18, 2024 @10AM

- MACC's Racial Equity Framework is rooted in an anti-oppressive understanding of historical policies and present-day practices. It uses social justice strategies and an afro-futuristic approach to creating an equitable future where all people can thrive. Engaging in racial equity work requires a culturally humble approach to cross-cultural engagement and a willingness to adopt anti-racist behaviors and beliefs. Interested in attending? Click [HERE](#) to register for this event!

For more information about MACC and the work that they do, please visit their website [HERE](#).

PCG Match

[Another Way to Grow Your Provider Business!](#)

PCG Match is designed to help facilitate connections between in-home service providers and individuals receiving Ohio Home Care or MyCare Ohio Waiver services and/or Medicaid State Plan services. If you're looking to expand your provider business and connect with individuals in need of services near you, we invite you to visit [PCGMatch.com](https://www.pcgmatch.com) to register for an account!

After you register, update your provider profile with details about yourself, your work experience, and the services you provide, so case managers and individuals can learn more about you! You can also search for individuals in need of services near you and communicate securely within the system.

Need help? For step-by-step instructions, view the provider Quick Reference Guide, available

[HERE](#). You can also visit our website for more information. For technical assistance, please call 1-800-908-1746 or email ohiohcbs@pcgus.com. Our team is available Monday-Friday from 7:30 A.M. – 5:30 P.M. EST.

Making a Difference

Managing Stress as an In-Home Service Provider

Working as an in-home service provider can be rewarding yet demanding. From caring for individuals to managing documentation and billing, the role often comes with its fair share of stressors. Implementing effective strategies for stress management can help maintain mental and emotional well-being while providing quality care to individuals.

Find a few practical techniques for managing stress in the demanding environment of in-home service provision below.

- 1. Establish Boundaries:** Setting clear boundaries between work and personal life is crucial for managing stress as an in-home service provider. Define specific working hours and adhere to them to prevent burnout. Communicate these boundaries to individuals and family members to ensure respect for your personal time.
- 2. Prioritize Self-Care:** Self-care is essential for maintaining physical and mental health. Make time for activities that promote relaxation and rejuvenation, such as exercise, meditation, or hobbies. Prioritize adequate sleep, nutrition, and hydration to support overall well-being.
- 3. Seek Support:** As an in-home service provider, it's important to recognize when you need support and reach out for help when necessary. Connect with colleagues, case managers, or support groups to share experiences, seek advice, and gain perspective on challenging situations.
- 4. Practice Time Management:** Effective time management is essential for reducing stress and increasing productivity. Prioritize tasks based on urgency and importance, delegate responsibilities when possible, and avoid overcommitting yourself. Break larger tasks into smaller, manageable steps to prevent feeling overwhelmed.
- 5. Cultivate Positive Relationships:** Build supportive relationships with individuals, other providers, and case managers to foster a positive work environment. Communicate openly, express appreciation, and resolve conflicts proactively to maintain healthy relationships and reduce workplace stress.
- 6. Stay Organized:** Staying organized can help streamline workflows and minimize stressors. Keep detailed records of individual information, schedules, and tasks to stay on top of responsibilities and keep you updated for structural reviews. Using technology or organizational tools can also optimize efficiency and productivity.
- 7. Practice Flexibility:** In-home service provision often requires flexibility to adapt to changing circumstances and individual needs. Embrace flexibility as a part of your role, remaining adaptable and resilient in the face of challenges or unexpected situations.
- 8. Reflect and Reevaluate:** Regularly reflect on your experiences and evaluate areas for improvement. Identify stress triggers, assess coping strategies, and adjust your approach as needed to enhance stress management techniques and maintain overall well-being.

Managing stress as an in-home service provider requires intentional effort and a commitment to self-care. By following some of the above techniques, you can navigate the demands of the role while maintaining mental and emotional well-being. By prioritizing your own health and wellness, you can continue to provide quality care and support to individuals while thriving in your professional role.

References

1. <https://hr.nih.gov/working-nih/civil/national-stress-awareness-month>



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